



Request For Applications for Multipurpose Senior Services Program and Linkages Program RFA HS 06-01

ADDENDUM NO. 1

Answers to questions submitted prior to the 4:00 p.m. deadline on September 6, 2006:

1.	Question:	How many Care Managers are in the MSSP Program?
	Answer:	There are nine Care Managers in the MSSP Program.
2.	Question:	Are the rates different for MSSP and Linkages?
	Answer:	There is a wide range of rates. Following awards, an approved vendor/rate list will be provided to the Care Managers to select providers.
3.	Question:	Are certain vehicles required for transportation?
	Answer:	It depends on the clients' needs. Not all clients require specialized vehicles. Please see RFA Attachment A, Transportation (6.3) and (6.4), and Attachment B, Transportation (35) and Assisted Transportation (40). Indicate on RFA Attachment E (Application) the type(s) of transportation the agency provides.
4.	Question:	Can Contractors refer clients?
	Answer:	Yes, but it must be handled through the Care Manager.
5.	Question:	Is Barstow considered a service area?
	Answer:	No.
6.	Question:	Is there a conflict if a client is on the MSSP program and the IHSS program?
	Answer:	No.
7.	Question:	What category would plumber be in MSSP?
	Answer:	Minor Home Repairs (2.2).
8.	Question:	Under Adult Protective Services, does the vendor have to be a conservator?
	Answer:	No.
9.	Question:	If a vendor supplies hospital gowns, what service would that be under?
	Answer:	Non-medical (2.3).
10.	Question:	Is there any information regarding the frequency of a particular service so we would know how often the Care Manager might call?
	Answer:	No. It varies depending on client needs. The State has a set amount that it will pay for each service. If a service goes over that amount, DAAS cannot authorize it. A list of the MSSP services used most often and the amount spent in FY 05/06 is attached at the end of this document.
11.	Question:	Are the "set amounts" in the RFA?
	Answer:	No. Current MSSP Rate Sheet is attached at the end of this document.
12.	Question:	Is the definition for nonmedical in the RFA?
	Answer:	Yes. See RFA Attachment A, Page 2, Nonmedical Home Equipment and

		Supplies (2.3).
13.	Question:	Is funding available to expand to other areas?
	Answer:	No.
14.	Question:	If an agency provides multiple services, can that be on one application?
	Answer:	Yes. Please see instructions for listing MSSP service(s) on Page 2 of the Application, and instructions for providing Linkages service(s) on Page 5 of the Application.
15.	Question:	Where should the Agency list the number of services it wants to provide?
	Answer:	This is not applicable to these programs. Services provided under these programs are referred by DAAS.
16.	Question:	If an Agency has more than one office, do they have to submit different applications?
	Answer:	Separate applications would only be required if the offices are franchises with different owners.
17.	Question:	How far in advance will a vendor be notified of a request for service?
	Answer:	It varies, depending on the needs of the client, from two days to one month.
18.	Question:	Can nursing homes be included in this service or is it just personal homes?
	Answer:	Personal homes.
19.	Question:	How often are reports/invoices submitted?
	Answer:	Monthly, but can be submitted anytime during the month.
20.	Question:	What is the average turn around time for payments?
	Answer:	Approximately twenty County business days.
21.	Question:	What are "Rate Per Unit" and "Breakdown of Cost" (Application, Questions 8 and 9)?
	Answer:	Rate Per Unit is the cost of service in terms of occurrence, i.e., per hour, per day, per occurrence, per trip. Breakdown of Cost details how rates are derived, i.e., labor, materials, overhead.
22.	Question:	Is there a cap amount for services?
	Answer:	Each service has an annual cap. Current MSSP Rate Sheet is attached at the end of this document.
23.	Question:	What category would plumber be in Linkages?
	Answer:	36 - Housing Assistance.
24.	Question:	Is a corporate office committed to just one area?
	Answer:	No.
25.	Question:	If a client asks a Contractor to come back to do additional work, how would that work? Would the Care Manager need to be notified?
	Answer:	All work under these programs must be authorized by the Care Manager. The Contractor must contact the Care Manager for authorization to provide additional services and obtain written authorization prior to providing any services. If the client offers to pay for services, the Contractor would invoice the client directly for those services.
26.	Question:	How many Care Managers are there? Are the names listed?
	Answer:	MSSP has nine Care Managers, Linkages has two Care Managers, and there is one supervisor. A list of offices and locations will be provided prior to the effective date of the Contract.
27.	Question:	Does the Agency get something in writing that explains what and who a payment is for?
	Answer:	Vendors can request specifics from DAAS fiscal staff.

28.	Question:	How are invoices submitted?
	Answer:	A form will be provided by DAAS based on the service code.
29.	Question:	If there are multiple clients, will the Contractor be paid in one lump sum or separate amounts?
	Answer:	One lump sum per invoice.
30.	Question:	How does the Contractor know when the payment is made?
	Answer:	Payments can be made by bank transfer or by check. Payment stubs are mailed to the Contractor and include payment information.
31.	Question:	Which modes of service are used most often?
	Answer:	A list of the MSSP services used most often and the amount spent in FY 05/06 is attached at the end of this document.
32.	Question:	How often would invoices need to be submitted?
	Answer:	Preferably one invoice per month, when applicable.
33.	Question:	If a vendor currently bills every two weeks, would they hold off and bill at the end of the month?
	Answer:	Yes. Submit only one invoice per month, preferably the 1 st through the 31 st .
34.	Question:	Does GAAP apply to these programs?
	Answer:	Yes, record keeping and policies will be monitored.
35.	Question:	Do budget & budget revisions apply to these programs?
	Answer:	No.
36.	Question:	Do Contract and Program monitoring occur together?
	Answer:	Yes, whenever possible.
37.	Question:	Is there a difference if the Contractor is non-profit or profit regarding being monitored?
	Answer:	No.
38.	Question:	How soon can applications be turned in?
	Answer:	Anytime before the deadline of 4:00 p.m., September 28, 2006; however, information in the Question and Answer Addendum may contain useful information when filling out the application.
39.	Question:	What is the difference between a purchase order and a contract?
	Answer:	Purchase Orders less than \$100,000 and can be approved by the Purchasing Agent. Contracts are generally over \$100,000, and must be approved by the Board of Supervisors. Note: Contracts and Purchase Orders will include the same terms and conditions.
40.	Question:	For future contract renewals, will the same rates apply for future years, or will Contractors have the opportunity to renegotiate?
	Answer:	Rates proposed must be for a three-year period. Interim rate increases, i.e. increased gas prices, must be approved by the Director of DAAS.
41.	Question:	What if the agency doesn't have audited financial statements?
	Answer:	Audited financial statements are preferable. If the agency doesn't have audited financial statements, submit unaudited financial statements. If the agency doesn't have financial statements, three years of Profit and Loss Statements will be accepted. Please explain this in the answer to Question 19 on the Application.
42.	Question:	Are there any exceptions to the financial statements requirement?
	Answer:	Yes. Government agencies and sole proprietors with no employees (individuals who are performing the services themselves) are exempt. Please explain this in the answer to Question 19 on the Application.

43.	Question:	What if the applicant is a start up business?
	Answer:	Please explain this in the answer to Question 19 on the Application and submit the financial statements that you have to date.
44.	Question:	What service would hospital supplies such as gowns, restraints, etc. go under?
	Answer:	Regarding hospital gowns, please see answer to Question 9. Restraints are not applicable under these programs.
45.	Question:	What is the total funding for MSSP and Linkages?
	Answer:	Federal Funding for MSSP is \$369,581 per year for approximately 345 clients. State funding for Linkages is \$53,948; the Linkages Program provides services until funding is exhausted.
46.	Question:	How should unbound copies be submitted?
	Answer:	Unbound copies can be clipped.
47.	Question:	Can the unbound copies be photo copied?
	Answer:	Yes.
48.	Question:	Does this RFA include ambulatory and non-ambulatory services?
	Answer:	Yes.
49.	Question:	When will all statistical information be provided?
	Answer:	It will be included in the Question and Answer Addendum posted on the website.
50.	Question:	What if an agency provides more than one service?
	Answer:	Submit one application and check each service that is provided.
51.	Question:	If a vendor has two franchises in two different areas that are individually owned and operated, do they need to submit more than one application?
	Answer:	Yes.
52.	Question:	Regarding the DOJ, is there any additional information you can provide?
	Answer:	Nonmedical domestic or personal care services provided by unlicensed personnel to elderly or dependent adults or individuals who enter elderly or dependent adult's homes must obtain DOJ clearances.
53.	Question:	Do you have to be a facility to obtain DOJ clearances?
	Answer:	Not necessarily. However, the County offers an option to those who are unable to obtain DOJ clearances on their own. HS staff can arrange for the agency's employee(s)/volunteer(s) to be live-scanned through the HS Personnel Department. The current charge is \$15 for the live-scan, and \$32 for the report from DOJ.
54.	Question:	How would records be provided if the Contractor is in another county?
	Answer:	Contractors who are located in nearby counties may be site audited by the County, but the County may also request that copies of documents be made available in the County of San Bernardino.
55.	Question:	Will the County give out its ORI number to vendors for purposes of obtaining DOJ clearances?
	Answer:	No.
56.	Question:	What if a provider, such as a CNA, has been DOJ'd at other places, but the vendor doesn't have copies?
	Answer:	Licensed personnel, such as CNA, are DOJ cleared when licensed; if license is verified as current, DOJ is clear.
57.	Question:	Regarding Question 12, Page 9, on the Application, are copies of business and professional licenses required?

	Answer:	Yes.
58.	Question:	Regarding Question 13, Page 9, on the Application, are copies of staff licenses required?
	Answer:	No, a list is sufficient at this time.
59.	Question:	Do rates have to be inclusive or separate, i.e., transportation, mileage, etc.
	Answer:	Rates can be separate or inclusive. Please specify on Application.
60.	Question:	Is a Waiver of Subrogation required as part of the insurance requirement on purchase orders?
	Answer:	Yes. The purchase order will have an agreement attached to it and will include the same terms and conditions as a contract. As stated in the RFA, Waiver of Subrogation is required for Worker's Compensation, Auto Liability, and General Liability. Also, the County must be named as Additional Insured on Auto Liability and General Liability.
61.	Question:	Waiver of Subrogation is based on the amount of the contract, so if we get a purchase order, how would we know what the amount is?
	Answer:	Purchase orders have a dollar amount.
62.	Question:	Are vendor mailing lists available to other vendors for marketing or networking?
	Answer:	Any request for mailing lists will be handled on a case-by-case basis.
63.	Question:	What if a contractor, for unforeseen reasons, can no longer continue services, or is unhappy with services?
	Answer:	Under MSSP and Linkages, if Contractor is unable or unwilling to provide services, the Contractor will be removed from the approved vendor list and the Contract terminated by the County with 30 days written notice.
64.	Question:	Is the Contractor responsible to have new staff fill out an Elder Abuse Sheet?
	Answer:	Yes, all new and current staff must complete the form as confirmation of that they understand their reporting responsibilities.
65.	Question:	If a Contractor does not provide transportation, are they required to have Auto insurance?
	Answer:	Yes.
66.	Question:	Is a master list of approved providers available?
	Answer:	A list can be requested following award of contracts.
67.	Question:	Can you provide guidance for maintaining the necessary compliances that were mentioned at the conference?
	Answer:	The question does not specify which compliances are referenced; however; there are many program, fiscal, and contract requirements. DAAS and HS staff will be available to provide technical assistance at any time following award of a contract.
68.	Question:	A. Does this program need someone to take food to elderly homebound in desert areas Monday through Friday? B. How much are you willing to pay hourly? Will you pay mileage?
	Answer:	A. Please see RFA Attachment A, Meal Services (7.1, 7.2, and 7.3). "MSSP funds shall only be used to supplement home-delivered meals when funding is unable or inadequate through Title III or other public or private sources." B. Applicants must provide their rates, including mileage, if applicable, on the Application.

69.	Question:	A. Does this program need a licensed massage therapist? B. What are you willing to pay and how often?
	Answer:	A. As needed by care plan. B. Please see answer to Question 68B.
70.	Question:	How does an agency receive the assignments?
	Answer:	DAAS Care Managers make all referrals.
71.	Question:	Once service has been established through the Care Manager, is the Service Provider able to give input to change the course of care based on on-site experience, disease process, and observations of the client?
	Answer:	No. The Care Manager is the only one who can approve and implement changes in the course of care.
72.	Question:	What are the boundaries of supervision provided by the contracted Care Provider supervisory staff versus the MSSP/Linkages Care Manager?
	Answer:	Please see answer to Question 71.
73.	Question:	Are recipients income-qualified, and if so, what is the baseline of low and high?
	Answer:	MSSP clients must be Medi-Cal eligible with no share of cost; Linkages has no income requirement.
74.	Question:	It was stated at the conference that the Linkages Program “Fills in the Gaps” for a “short term.” What is the longest amount of time that a person could utilize this program?
	Answer:	There is no stated limit. Time limits are on a case-by-case basis.
75.	Question:	Do the DOJ reports on Care providers have to be maintained in the Personnel File in the office?
	Answer:	No, but the Contractor must be able to certify to the County that all staff have been cleared by DOJ.
76.	Question:	Do you assist in helping vendors change over to a DOJ usage if they are not currently using that system?
	Answer:	HS staff is available for technical assistance. Please see answer to Question 53.
77.	Question:	What is the purpose of giving out private financial information in order to obtain a contract with the County? Why is that information pertinent?
	Answer:	Per RFA Section I, Paragraph B, Item 3, Page 1, the County must ensure that Contractors “have the administrative and fiscal capability to provide and manage the proposed services and to ensure an adequate audit trail.”
78.	Question:	What is the definition of a “double entry” bookkeeping system? Is a Quickbook system satisfactory?
	Answer:	A “double entry” bookkeeping system records a debit and a credit for each transaction. A Quickbook system is satisfactory.
79.	Question:	Do you require a separate bookkeeping system for County accounts?
	Answer:	No, but the provider must be able to provide records upon request.
80.	Question:	As a sole proprietor of my corporation, and its only employee, is it acceptable to use 1099’d subcontractors to do the actual work in the field?
	Answer:	Yes. Note: Subcontractors must be approved by the Director of DAAS and must comply with all terms and conditions of the contract.
81.	Question:	Can people be on other State, County, or private programs and still qualify to participate in these two programs?
	Answer:	Yes.

82.	Question:	Can billing be done over the Internet?
	Answer:	Only if electronic documents include an authentic date & signature.
83.	Question:	Do awards go from July 1 st through June 30 th ? Does this mean the Applicant applies before September 28 th for July 1, 2007 through June 30, 2008?
	Answer:	Awards resulting from this procurement will be for the period from January 1, 2007 through December 31, 2007, with option to renew for two additional one-year periods.
84.	Question:	Does an agency have to apply if their III B purchase order was already approved for 06/07?
	Answer:	This procurement is for MSSP and Linkages, which is a separate program from III B. Anyone, including current contractors, who is interested in providing MSSP and Linkages Program services must submit the Application for this RFA by 4:00 p.m., September 28, 2006. See answer to Question 83.
85.	Question:	Under Health Care (3.3), would "other health professionals" also include the services of a certified acupuncturist?
	Answer:	No.
86.	Question:	RFA Section V, Paragraph A, Item 16, Page 11, states, "Contractor shall maintain all records and management books pertaining to local service delivery . . . Said records shall be kept and maintained within the County of San Bernardino." If a company has only one location (Moreno Valley), and stores all records at that location, must it reside in San Bernardino County? Can the company subcontract with another company in San Bernardino County to maintain records in the County? Or is this records maintenance policy flexible?
	Answer:	See answer to Question 54.
87.	Question:	Can the application be hand written and typed?
	Answer:	Per RFA Section XI, Paragraph B, Item 3, "Applications must be typed or prepared with word-processing equipment and double-spaced." This is to ensure legibility for evaluation purposes.
88.	Question:	Is it required to put "Confidential" on the front of the envelope that the application is put in?
	Answer:	Yes. See RFA Section XI, Paragraph B, Item 2.
89.	Question:	Can the providers see an example contract before the bid submission date?
	Answer:	Contracts will include the terms and conditions set forth in the RFA and the successful Applicant's application information.
90.	Question:	Can the Provider transport ambulatory patients curb-to-curb? Is door-through-door escort required on all transports?
	Answer:	Depends on level of care needed. Provider must accommodate the client's needs.
91.	Question:	Calculating a price and operations model without having existing transportation data is extremely difficult. Can DAAS supply an estimate of transportation usage (perhaps based on similar programs existing in other counties) before the submission date?
	Answer:	No, this varies based on mode of transportation services.
92.	Question:	What was the total revenue for non-emergency transportation services last year in both MSSP and Linkages?

	Answer:	MSSP \$33,581; Linkages \$5,657.
93.	Question:	Can you break down the transportation revenue spent for transportation services based on levels of services, such as shuttle, wheelchair, gurney, and basic life support services?
	Answer:	See MSSP Services Used Most Often and Amount Spent in Fiscal Year 05/06 at the end of this document.
94.	Question:	Please explain the DAAS authorization system for these programs.
	Answer:	All services provided under these programs are authorized by the DAAS Care Manager.
95.	Question:	Most transportation companies do not have errors and omissions insurance, but rather Vehicle and General Liability. Is it necessary for transportation companies securing the proposal to have Errors/Omissions Insurance?
	Answer:	No.
96.	Question:	Due to the volatility in the fuel market, most transportation companies have fuel escalator clauses in their agreements. Can our proposal include such an escalator clause in our rate structure and still comply with the RFA?
	Answer:	Yes, but please keep in mind that the County has limited funding available for these services and the proposed price is part of the evaluation criteria.
97.	Question:	A. What are the current rates that the County is paying for Personal Emergency Response Systems? B. What is the breakdown between installation costs and monthly monitoring fees?
	Answer:	A. Emergency Response System Installation: \$25 (no charge for transfer of clients from previous Contractor). Fall Detector Installation: No charge Medication Dispenser Installation: \$25.00 B. Emergency Response System Monitoring: \$20 per month. Fall Detector Monitoring: \$17.00 per month Medication Dispenser Monitoring: \$50.00 per month
98.	Question:	Will the current Personal Emergency Response System clients stay with the current provider and not be switched to another company if another company is awarded the contract?
	Answer:	If a new provider is selected, DAAS plans to maintain existing clients with the current provider for a sufficient transition period and enroll new clients with the new provider. However all clients will be transitioned to the provider awarded a contract through this procurement within six months of the contract award date.
99.	Question:	Regarding RFA Section IV, Paragraph D, Item 2a7, Page 7: A. What is a detailed breakdown? B. What constitutes properly executed payroll? C. What is adequate supporting documentation?
	Answer:	A. Client's name, type of service, total units of service(s) per client, and total invoice amount. B. Documentation that the Contractor provided the services (timesheet signed by client) and documentation that staff was paid for the service. C. Adequate supporting documentation includes, but is not limited to, copies of invoices, copies of cancelled checks, payroll ledgers, contracts, vouchers, etc.

100.	Question:	Regarding RFA Section VI, Paragraph B, Page 17, Civil Rights Compliance, can you supply a sample of the format?
	Answer:	A sample Civil Rights Plan is attached at the end of this document.
101.	Question:	Regarding Question 8, Page 2, on the Application, what specifically do you need in breakdown of cost?
	Answer:	See answer to Question 21.
102.	Question:	Regarding Question 11, Page 9, on the Application, is this question taking into consideration the previous pages of the attachment? For example, the minimum number of hours will be included in the price per unit, and the service area will be marked in the table on Page 8. So would we check YES and list our minimum hours and the cities we serve or NO since those would be the only restrictions and they have already been included in the previous pages?
	Answer:	This question is in addition to details previously listed.
103.	Question:	Regarding Question 13, Page 9, on the Application, since we have no idea how many caregivers will be needed, what do we list for the number of caregivers?
	Answer:	List all caregivers that might provide services.
104.	Question:	Regarding Question 21, Page 12, on the Application, do we need to submit copies of our current certificates of insurance if they do not currently meet the criteria indicated in the RFA?
	Answer:	No.
105.	Question:	Regarding Question 23, Page 13, on the Application: A. Does this question refer to the principles of the company or the caregivers or both? B. We do a seven year criminal background on all caregivers. Is that sufficient to answer YES to this question? C. If this is also pertaining to caregiver and we only a seven year criminal background check, how would we know if a caregiver has a civil/fraud judgment rendered against them to be able to answer this question?
	Answer:	The question on the Application pertains to a Contractor's ability to meet the Debarment, Suspension, and Other Responsibility Matters requirement as defined in Section V, Paragraph A, Item 14 of the RFA. Criminal background checks on employees or subcontractors do not apply.

MSSP SERVICES USED MOST OFTEN AND AMOUNT SPENT IN FISCAL YEAR 05/06

Personal Care	\$75,160
Communication Device	\$59,565
Minor Home Repair	\$42,216
Respite	\$33,110
Nonmedical	\$28,201
Chore	\$14,618
Transportation	
Escort	\$30,449
Wheelchair	\$ 2,476
Gurney	\$ 656

CURRENT MSSP RATE SHEET

EDS Procedure Code	MSSP Service Code	Unit Type	Service Description	Maximum Rate allowed by CDA
Z8550	50.0	MONTH	Case Management	188.00
Z8551	60.0	MONTH	Site Administration	58.00
Z8556	2.2	*OTO	Minor Home Repair/Maintenance	1,500.00
Z8557	2.3	*OTO	Non-medical Home Equipment	1,500.00
Z8558	2.4	**OTO	Emergency Move	1,000.00
Z8598	2.5	**OTO	Restoration of Utility Service	1,000.00
Z8560	3.1	HOURL	Chore	45.00
Z8562	3.2	HOURL	Personal Care	30.00
Z8563	3.2	VISIT	Personal Care	45.00
Z8565	3.3	HOURL	Health Care	90.00
Z8566	3.3	VISIT	Health Care	146.00
Z8590	3.2	ITEM	Personal Care	270.00
Z8568	3.7	HOURL	Protective Supervision	30.00
Z8570	3.9	HOURL	Professional Care Assistance	30.00
Z8571	3.9	VISIT	Professional Care Assistance	66.00
Z8574	5.1	DAY	Respite In-home	240.00
Z8575	5.1	HOURL	Respite In-home	30.00
Z8576	5.2	HOURL	Respite Out of home	30.00
Z8591	5.2	DAY	Respite Out of home	190.00
Z8577	6.1	*OWT	Transportation-Regular	N/A
Z8578	6.2	*OWT	Transportation-Medical	N/A
Z8579	6.3	*OWT	Transportation-Escort	N/A
Z8593	6.3	HOURL	Transportation-Escort	57.00
Z8597	6.4	*OWT	Transportation	250.00
Z8582	7.3	*OTO	Food	500.00
Z8589	9.2	MONTH	Communication Device	80.00

*OTO=One Time Only/Maximum for month

**OTO=One Time Only/per event

CIVIL RIGHTS PLAN DOCUMENT FOR CONTRACTORS AND VENDORS

AGENCY INFORMATION:

NAME: _____

ADDRESS: _____

PHONE NUMBER: _____

TIME PERIOD PLAN COVERS: _____

DATE PLAN CREATED: _____

SERVICES PROVIDED: _____

SERVICES ARE PROVIDED AT THE FOLLOWING LOCATIONS:

1. _____
2. _____
3. _____
4. _____

This agency's designated person responsible for the Civil Rights program is:

(NAME)

(TITLE)

(PHONE NUMBER)

1. ACCESSIBILITY (MPP 21-111)

For each location where services are provided, address the accessibility of the agency's facility.

- ☐ The facility located at _____ (address) meets ADA accessibility requirements. There are no structural barriers identified. The agency has self-certified compliance with ADA requirements as follows:
- | | |
|--|--|
| <input type="checkbox"/> Wheelchair ramps meet guidelines. | <input type="checkbox"/> Handrails are in place. |
| <input type="checkbox"/> Doors are a minimum of 36" wide. | <input type="checkbox"/> Visual and auditory alarm systems in place. |
| <input type="checkbox"/> Public restrooms are accessible. | <input type="checkbox"/> International signs and symbols are used. |
| <input type="checkbox"/> Public drinking fountains are accessible. | <input type="checkbox"/> Waiting and interview rooms are accessible. |

- ☐ Elevators in multi-story buildings.
- ☐ Handicapped parking spaces meet requirements.
- ☐ There are curb cuts in sidewalks and at entrances, if needed.
- ☐ Identify facilities where alternative methods of providing services are necessary because one or more barriers exist which limit accessibility. State the barrier and the alternative method being used to ensure equal access to the services provided.

- ☐ Other comments: _____

2. LANGUAGE SERVICES (MPP 21-115)

Explain how the agency meets language services requirements.

1. Interpreters:

- ☐ Interpreters are provided by bilingual staff who speak _____ (identify language).
- ☐ Other languages are provided interpreters by:
 - ☐ An Interpreter Agency: _____ (identify the agency); or
 - ☐ Volunteers from community organizations (identify the organization); or
 - ☐ A telephone interpreter service: _____ (identify the service); or
 - ☐ Other: please specify: _____

2. Forms and Written Communication:

- ☐ All forms used are available in both English and Spanish.
- ☐ Language forms are translated when the need arises.

3. Auxiliary Aids:

- ☐ Auxiliary aids are provided when the need arises. This includes use of the California Relay Service for telecommunication with the deaf, utilizing copy machines to produce large print material for visually impaired, and the use of community organizations for translation of materials into Braille.

4. Documentation:

- ☐ Language Services are documented with the following information:
 - ✓ Who translated (name);
 - ✓ Who they were (friend, employee, volunteer);
 - ✓ If the recipient provided their own interpreter, they were told that they have the choice- an agency provided interpreter or their own.
- ☐ This information is documented in the case file.
- ☐ This information is documented on a log kept in _____ (location in the office).

3. STAFF DEVELOPMENT AND TRAINING (MPP 21-117)

Staff and volunteers of this organization, who provide contracted services for the County Welfare Department, receive appropriate training in cultural awareness and sensitivity and in the civil rights program requirements.

- ☐ Training is given to all new employees and volunteers.
- ☐ Training was given on _____ (date).
- ☐ Training will be given on _____ (date).
- ☐ Ongoing training will be given every _____ (describe how often).
- ☐ The training sessions were conducted by _____ (name).
- ☐ Training is/will be documented with a sign in sheet, which includes the participants name, the date the training was given, how long the session was, and who conducted the session.

4. DISSEMINATION OF INFORMATION (MPP 21-207)

Recipients of services receive notification of the civil rights program and non-discrimination policy. The poster, "Equal Under the Law" is displayed, and the pamphlet, "Your Rights" PUB 13, are available on site.

5. COMPLAINTS OF DISCRIMINATION (MPP 21-203)

Discrimination complaints are accepted and investigated. Fact-finding investigations are conducted in accordance with MPP 21-203 and the procedural outline provided by the county.

- ☐ Complaints of discrimination and civil rights violations are accepted and logged.
- ☐ Copies of all complaints are forwarded to the county Civil Rights Coordinator.
- ☐ Fact-finding investigations are conducted by _____(name) _____--(title).

6. COMPLIANCE REVIEWS (MPP 21-201)

The county, state and federal agencies, to ensure compliance with civil rights laws and regulation, conduct compliance reviews.

- ☐ The agency agrees to assist and participate in all civil rights compliance reviews.

7. CIVIL RIGHTS LIASON

Each agency must have a designated person for the oversight of civil rights compliance. The person responsible for this is _____(name), _____(title).

8. "ASSURANCE OF COMPLIANCE" STATEMENT

Attach a copy of the agency's most recent "Assurance of Compliance Statement".

ASSURANCE OF COMPLIANCE STATEMENT

ASSURANCE OF COMPLIANCE WITH THE CALIFORNIA DEPARTMENT OF SOCIAL SERVICES NONDISCRIMINATION IN STATE AND FEDERALLY ASSISTED PROGRAMS

NAME OF THE CONTRACTING AGENCY

(hereinafter called the "Agency")

HEREBY AGREES THAT it will comply with Title VI and VII of the Civil Rights Act of 1964, Section 504 of the Rehabilitation Act of 1973, as amended, the Age Discrimination Act of 1975, the Food Stamp Act of 1977- Section 272.6, The Americans with Disabilities Act of 1990, Government Code (GC) Section 11135 and California Code of Regulations (CCR) Title 22 Section 98000-98413, Title 24 of the California Code of Regulations, Section 3105A(e) and other applicable federal and state laws, as well as their implementing regulations (including 45 CFR, Parts 80, 84, and 91, 7 CFR Part 15, and 28 CFR Part 42), by ensuring that employment practices and the administration of public assistance and social services programs are nondiscriminatory, to the effect that no person shall because of race, color, national origin, political affiliation, religion, marital status, sex, age or disability be excluded from participation in or be denied the benefits of, or be otherwise subject to discrimination under any program or activity receiving federal or state assistance; and HEREBY GIVES ASSURANCE THAT, it will immediately take any measures necessary to effectuate this agreement.

THIS ASSURANCE is given in consideration of and for the purpose of obtaining any and all federal and state assistance; and THE AGENCY HEREBY GIVES ASSURANCE THAT administrative methods/procedures which have the effect of subjecting individuals to discrimination or defeating the objectives of the California Department of Social Services (CDSS) Manual of Policies and Procedures (MPP) Chapter 21, will be prohibited.

BY ACCEPTING THIS ASSURANCE, the agency agrees to compile data, maintain records and submit reports as required, to permit effective enforcement of the aforementioned laws and regulations and permit authorized CDSS and/or federal government personnel, during normal working hours, to review such records, books and accounts as needed to ascertain compliance. If there are any violations of this assurance, CDSS shall have the right to invoke fiscal sanctions or other legal remedies in accordance with Welfare and Institutions Code Section 10605, or Government Code Section 11135-39, or any other laws, or the issue may be referred to the appropriate federal agency for further compliance action and enforcement of this assurance.

THIS ASSURANCE is binding on the agency directly or through contract, license, or other provider services, as long as it receives federal or state assistance; and shall be submitted annually with the required Civil Rights Plan Update.

DATE

SIGNATURE

ORGANIZATION

ADDRESS